

MANAGEMENT ANALYST
CITY MANAGER'S OFFICE

POSITION SUMMARY: This is a technical position responsible for professional, analytical, and administrative duties. The Management Analyst works under the direction of the deputy city manager and in cooperation with all departments. Within its prescribed limits, work is performed on large, complicated projects with considerable independence. This position works with a diverse group of external contacts as well as internal contacts at all levels of the organization. Independent judgment is required to plan, prioritize, and organize a diversified workload.

SUPERVISION RECEIVED: Work is performed under the direction of the deputy city manager or designee.

ESSENTIAL JOB FUNCTIONS: *An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.*

1. Conduct analytical studies, special research, and other projects at the direction of the deputy city manager.
2. Serve as an analyst and advisor to department heads and supervisors on the evaluation of the effectiveness of programs, operations, and engagement of staff. Develop and recommend alternative practices, new systems, procedures, or organizational changes.
3. Work cooperatively with staff at all levels of the organization, and upon direction, the city council, city commissions, and others to establish priorities, develop plans and goals, coordinate activities, and implement projects.
4. Champion diversity, equity & inclusion in all facets of the role, including partnering to lead efforts to build a more inclusive culture within our organization, ensuring equity in services we provide stakeholders and working with all departments to inform and engage diverse external stakeholders.
5. Provide technical and procedural direction to department clients to implement ideas and concepts, as well as interact with users and technical staff.
6. Assist in prioritizing projects to be funded by federal stimulus dollars and work jointly with the Finance Department to ensure all regulatory requirements for these grant funded projects have been met.
7. Work independently and facilitate teams dedicated to solving complex problems related to policy development, process improvement, data research, employee engagement and other areas. Develop training material to develop skills and capacity among staff across departments in various areas.
8. Make presentations to staff, City Council, Boards & Commissions and the general public.
9. Participate in and/or facilitate applicable special events application processes, including collaboration with internal and external stakeholders to ensure compliance to City codes, state statutes and other safety standards. Coordinate event logistics, departmental

involvement, onsite management, marketing, and sponsorship as required.

10. Assist with city-wide brand development and management.
11. Assist with city-wide communications, as needed.
12. Provide customer service and receive and address routine and non-routine inquiries and complaints made by citizens, businesses, staff, and others in a professional manner. Ensure appropriate follow-up in a timely manner.
13. May be assigned management responsibility for specific City operations or key activities on an interim basis.
14. Maintain confidential records and process and transmit information that requires a high degree of discretion.
15. Attend city council regular meetings, work sessions and other meetings outside regular businesses hours, as required.
16. Perform other duties, as assigned.

KNOWLEDGE, SKILLS AND ABILITIES: *The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. A qualified individual with a disability must be able to perform the essential functions of the position with or without reasonable accommodation.*

- A. A bachelor’s degree in public administration, communications, finance, communications, human resources or a related field is required. Master’s degree in public administration or related field is strongly preferred.
- B. Ability to develop a comprehensive understanding of public administration, organization, and operation of municipal government.
- C. Leadership skills. Including the ability to work jointly with staff at all levels of the organization and external stakeholders to achieve desired outcomes.
- D. Ability to exercise independent judgment and discretion and handle sensitive matters.
- E. Ability to think critically and assess both short- and long-term outcomes.
- F. Intermediate knowledge of budgetary and financial management principles and techniques.
- G. Skill in fact-finding and professional research. Ability to interpret a wide range of information.
- H. Skill in effectively communicating ideas and concepts in varied, engaging, and easily understandable formats. Possess good listening skills, listens to understand.
- I. Demonstrate passion for community through interaction with the public in person and through social media.
- J. Strong collaboration and project management skills.
- K. Ability to respond to public inquiries and internal requests with a high degree of diplomacy

and professionalism.

- L. Ability to work in a team; possess self-supervising attributes and have a positive, congenial attitude. Confidence to take the lead and guide departments when necessary.
- M. Ability to establish effective working relationships and use tact, good judgment, and resourcefulness when working with staff, volunteer workers, other governmental agencies, and the public.
- N. Ability to research and analyze data and apply insights to novel situations to achieve desired outcomes. Data visualization skills preferred.
- O. Ability to prepare comprehensive, accurate, and timely reports, memoranda, letters, and responses to requests for information. Proven ability to communicate and present information effectively, both in verbal and written manner, to varied audiences. Use proper spelling, grammar, and punctuation.
- P. Possess excellent organizational skills and problem-solving ability. Understand the larger perspective and goals of the organization. Detail oriented; possess skill in organizing schedules and coordinating associated resources. Ability to identify and follow through with process improvements.
- Q. Possess excellent time management skills. Ability to work effectively within deadlines and with changing work priorities. Ability to work any schedule as necessary to provide proper coverage. Ability to travel to various locations both in and out of state to receive additional training as deemed necessary.
- R. A person in this position must possess a valid Michigan motor vehicle operator’s license.

PHYSICAL DEMANDS AND WORK ENVIRONMENT: *The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. A qualified individual with a disability must be able to perform the essential functions of the position with or without reasonable accommodation.*

While performing the duties of this job, the employee is regularly required to talk or hear. While performing the duties of this job, the employee is regularly required to communicate with others and view and produce written documents. The employee frequently is required to sit; have dexterity of hands and fingers to operate a computer keyboard and mouse, tools, and to handle other computer components. The employee must frequently lift and/or move items of light to moderate weight, such as computers, servers, and peripherals.

While performing the duties of this job, the employee regularly works in a business office setting. The noise level in the work environment is usually quiet to moderate.

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